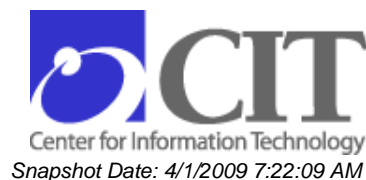# Customer Service Report for DCOB

For the period: Sunday, March 01, 2009 12:00:00 AM to Tuesday, March 31, 2009 11:59:59 PM

	CREATED				ASSIGNED/PENDING/ CHECKED OUT			CLOSED			AVG MIN
	DCS	DCOB	Web	Other	DCS	DCOB	Other	DCS	DCOB	Other	To Close
ASR											
Colocation-OFF	0	1	0	2	0	1	1	0	1	0	0
Colocation-ON	0	0	0	8	0	6	0	0	2	0	0
Other	0	0	0	5	0	4	0	0	1	0	0
Windows	0	0	0	1	0	1	0	0	0	0	0
CIT Categories- General Information											
General Info	0	1	0	0	0	1	0	0	0	0	0
Connectivity											
Connect Direct	0	2	0	0	0	0	0	2	0	0	12
General Info	0	0	0	1	0	1	0	0	0	0	0
TCP/IP	0	2	0	0	0	0	0	2	0	0	22
Hardware											
Acc/Periph/Install/Build	0	1	0	0	0	0	1	0	0	0	0
Acc/Periph/Move	0	0	0	1	0	0	0	0	1	0	0
Desktop/Troubleshoot	0	1	0	0	0	0	0	1	0	0	58
NIH Data Center											
Aperture Vista	0	17	0	1	0	6	0	0	12	0	0
NIHnet											
Service Prov-Bldg 12 Data Center	1	0	0	0	0	1	0	0	0	0	0
Security											
Sanitize	1	0	0	0	0	1	0	0	0	0	0
Grand Total:	**2**	**25**	**0**	**19**	**0**	**22**	**2**	**5**	**17**	**0**	**3**

Total Tickets Closed: 22

Total Tickets Assigned/Pending/Checked Out: 24

Total Tickets Created: 46